The Tottenham Hotspur Stadium

Welcome Home - Your Guide

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YOUR TICKET

STADIUM ACCESS CARD

If you are a Season Ticket Holder or One Hotspur Member, you will have received a Stadium Access Card. Remember to keep this somewhere safe and do not throw it away as you will need it for the next two seasons.

You should:

- bring your Access Card with you to all home matches in order to gain entry to the stadium.

- download the Spurs Official app and log in with your unique Client Reference Number- the app will then load the home tickets associated with your Access Card into your 'Profile'

If you are a Season Ticket Holder, your seat details will be displayed on your Access Card. If you are a Season Ticket Holder the seat details will be automatically loaded onto your Access Card upon each match ticket purchase.

NON-MEMBERS

In the event that the fixture reaches a general sale, match tickets will be distributed to non-Members either as an e-ticket via email or as a traditional paper ticket.

If you select the print-at-home option when purchasing, please ensure you do so before travelling to the stadium.

If you are a **Season Ticket Holder and cannot attend a Premier League match** for whatever reason, there are two separate ticketing platforms available for you to use:

TICKET EXCHANGE - IF YOU WANT TO SELL YOUR TICKET

Season Ticket Holders are able to use this service to **sell** their ticket for home Premier League fixtures through their e-Ticketing account. If you are an 1882 Season Ticket Holder or have registered onto the Cup Ticket Scheme, you can also list home Cup tickets for sale using this service. Any listed seats will be released for sale on a date to be decided by the Club.

Tickets will be listed for sale at face value plus a £4.50 admin fee, to be paid by the purchaser of the ticket, and will be issued as an e-ticket so no other booking or postage fees will apply.

A ticket can be removed from Ticket Exchange by the Season Ticket Holder at any point until it is sold. Once the seat has been purchased on Ticket Exchange, your Stadium Access Card will be deactivated for this fixture.

To take advantage of Ticket Exchange, Season Ticket Holders must **log into their e-Ticketing account to list for sale.** If you wish to list a family member's seat for sale, you must be at Managed Level within 'My Network'.

If the seat sells, Season Ticket Holders will be notified by email and will receive a credit of the ticket face value into their e-Ticketing account. The credit from the sale will be deducted from the cost of your Season Ticket renewal or the funds can be withdrawn throughout the season using our Cashback service during allotted timeslots.

If you are an 1882 Season Ticket Holder that has sold your ticket via Ticket Exchange, you will receive the following credit amounts depending on match category: Cat A (£140)/B (£115)/C (£90), with credit amounts for domestic cup ties confirmed on a game-by-game basis.

TICKET SHARE - IF YOU WANT TO TRANSFER YOUR TICKET

Ticket Share allows Season Ticket Holders to gift their ticket to a**ny individual within 'My Network'** via your e-Ticketing account at no charge. You may list a maximum of 20 individuals within 'My Network'.

To take advantage of Ticket Share, you must **register your friend or family member with a client reference number.** If you are an 1882 Season Ticket Holder or have registered onto the Cup Ticket Scheme, you can also share home Cup tickets using this service.

If you are a Season Ticket Holder that has shared your ticket for a game, your **Stadium Access Card will be deactivated for this fixture.** The recipient **will be issued an e-Ticket** that can either be printed at home or downloaded into your mobile wallet on your phone.

Season Ticket Holders are reminded that they remain ultimately responsible for the behaviour of the supporter to whom they share their ticket. Should the person in possession of the shared ticket bring the name of the Club into disrepute, or breach any of the Ground Regulations or ticketing terms and conditions, the Club reserves the right to terminate or suspend the Season Ticket.

REFUNDS

Should you purchase a ticket and subsequently be unable to attend a fixture, you can apply for a full refund (minus booking fees) subject to providing written notice by no later than seven days before the match.

This relates to all Members purchasing via the One Hotspur Members' priority sales windows, Guest Ticket sales (where Season Ticket Holders and Members are given the chance to purchase additional tickets before a full unrestricted general sale) and all general ticket sales.

Season Tickets are strictly non-refundable and only transferable through Ticket Exchange or Ticket Share.

Click here for our ticketing Terms and Conditions.

CUP MATCHES

In certain Cup competitions, we are obliged to provide an increased allocation for visiting supporters. This will result in visiting fans being located in the upper tiers of the North East corner and certain home Season Ticket Holders may be relocated. If your seat is one of those that are subject to relocation, you will have been notified at the point of purchase.

TICKET OFFICE

Our Ticket Office is located at the North-West corner of the stadium campus at Paxton Place. This is the place for any matchday ticketing enquiries.

PLANNING YOUR DAY

BEFORE LEAVING HOME

Ahead of your visit to the stadium, please ensure you:

Check the travel updates and plan your journey

Remember your Stadium Access Card or e-Ticket

Bring a form of contactless payment – the stadium is cashless (see our 'Ways to Pay' section on p.20-21)

Leave any bags at home unless it is your clear Club-branded Bag for Life from your Membership pack or it is a permitted size (see our Bag Policy on p.14-15)

ARRIVE EARLY AND STAY LONGER

Make the most of our home by arriving early and staying longer so that you can enjoy our wide range of food and drink options, pop-up experiences and activations – as well as shop in the biggest football club retail space in Europe – and use public transport at less busy times.

The stadium is well-served by public transport, so this is the **best way to get to the stadium.** There are many transport options available depending on where you are coming from.

You can enter the stadium from **two hours before kick-off** and we really do encourage you to get to the stadium at least an hour before kick-off so that you **avoid busy public transport times and leave enough time to clear security.**

MAKE USE OF PUBLIC TRANSPORT - LEAVE THE CAR AT HOME

Although you may have been used to travelling to the Lane over a number of years, **the new stadium will see the number of visitors much increased on a matchday.**

Well-served by bus routes and within walking distance of four train stations, the stadium is very much a **public transport destination.**

You will see service improvements, new shuttle bus services, regional coaches, better pedestrian walkways, clear signage, cycle parking and regular transport and station updates on Club channels and screens around the stadium.

There will be **no parking available** for general admission fans at the stadium, local road closures and an extended Event Day Controlled Parking Zone (CPZ), so we encourage fans **not to drive.**

Given the ongoing improvements to stations and services, you may find that there is a more effective way of getting to us than the way you used to travel.

Improvements are currently being implemented at our four stations. This means that **some disruption may be experienced initially.** This may result in changes to services, short notice engineering works or alterations to usual access points at stations.

This is short-term pain, long-term gain!

We therefore encourage all fans to **plan their journey** before travelling to us

ahead of every visit, taking into account potential delays and queuing times.

Click here for a full guide to all transport options available to fans on matchday.

DOWNLOAD THE SPURS OFFICIAL APP

Head to the App Store or Google Play now and download the Spurs Official app. The Spurs Official app really is a must-have for any fan.

Whether you are here, near or far, the app is the number one place for all news, videos and highlights, adding to our raft of digital channels that bring our fans across the world closer to the Club. Fans using the app receive goal alerts and live commentary from all our matches and get access to exclusive content. You can take part in quizzes and competitions and even upload 'selfies' to a special photo wall. We have also considered the entire fan journey on a matchday when designing the app and to significantly enhance the experience of anybody that visits the stadium.

When you log in, make sure you do so with your unique Client Reference Number or email address you have registered with the Club – you will not only be able access exclusive benefits, but also use the app's ticketing functionality. If you are a Season Ticket Holder or One Hotspur Member, the home tickets associated with your Stadium Access Card will be automatically loaded into your 'Profile'.

Once you have logged in and opened the app, the ticket will appear and be ready to use - simply scan the barcode under the reader at the turnstile. The app is in fact the best place to store your ticket as it covers you if you have lost or forgotten to bring your physical access card.

We encourage fans to allow the app to access their 'Location Services' to make the most of the Interactive Stadium Map. This can be found within the 'Stadium' section of the app – wayfinding technology can pinpoint your location and help you easily navigate your way around the venue to locate points of interest, food outlets, bars and toilets.

Before leaving home, you will be able to browse what's on at the stadium, including entertainment, so that you can plan your day, as well as view all the latest news articles and videos. The app provides travel information, so that you can plan your journey, and also information about the match itself, such as the latest team news and previews.

Over the coming months, we shall be upgrading the app and increasing its functionality.

FANBASSADORS - HERE TO HELP

Our Fanbassadors are recruited from the local area via the Tottenham Hotspur Foundation as part of our wider employment drive.

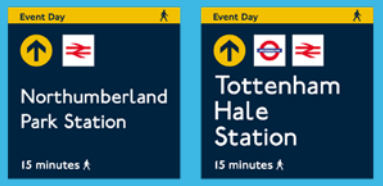
As your Help & Information point for the stadium, make use of them and feel free to ask anything.

They will be able to provide you with maps and other useful information, including match-specific special offers.

Our fantastic Fanbassadors are located on route to, inside and outside the stadium.

FROM STATION TO STADIUM

We have installed 'Legible London'-style on-street wayfinding signage in our famous Club colours from all four train stations to the stadium, in conjunction with innovative on-site digital stadium signage.



Post Event Walk & Queue Information

Station	Step Free	Direction	Walk Time (average)	Queue Time (typical)
White Hart Lane	No	Northbound	5 mins	15 mins
White Hart Lane	No	Southbound	5 mins	30 mins
Northumberland Park	Yes	North & Southbound	10 mins	30 mins
Tottenham Hale National Rail	Yes	Northbound	25 mins	20 mins
	No	Southbound		
Tottenham Hale Victoria Line	Yes	North & Southbound	25 mins	20 mins
Seven Sisters	No	North & Southbound	30 mins	20-30 mins

ACCESSING THE STADIUM

WAYFINDING

On your Access Card or ticket confirmation email, you will find an Entrance number, 1-23. The location of your Entrance will be indicated on signage at street level around the perimeter of the stadium.

The Entrance number will correspond to a certain set of steps (there are 8 staircases in total around the perimeter) that then lead up to the entry level podiums – Paxton Terrace and Park Lane Square.

Stewards will be located at the bottom of each staircase to scan your ticket to ensure you a) have the right ticket, and b) you are at the correct staircase.

Before arrival at the Stadium you are encouraged to familiarise yourself with our Bag Policy to ensure your bag complies if you do bring one. There will be dedicated lanes at each of our staircases for those who do have bags and those that don't. Queues in the bag lanes are expected to be longer and slower as there will be a thorough bag check before you enter on to the podium.

At the top of the steps, all fans will pass through Security Checks before reaching the turnstiles and entering the stadium.

Unlike at the Lane, no matter what level of the stadium your seat is on, all general admission spectators will enter the stadium on the Level 1 concourse.

You must only enter the stadium via the Entrance indicated on your ticket, but once you are inside you will be free to move around the stadium.

The Spurs Official app directs you to all the points of interest such as Feature Bars, your nearest food outlets and toilets.

Season Ticket Holders will find seat details on their Access Cards. One Hotspur Members, however, will not have these details on their Access Cards so will need to refer to their confirmation email for the information, as will non-Members who have purchased a ticket.

Clear signage on the concourses will direct you to your seat, but again, make sure you arrive at the stadium early to **familiarise yourself with where your seat is located**. Once you have done this, you can get back to exploring and enjoying all that is on offer!

SECURITY CHECKS

Security Checks for all fans, home and away, will take place at the **top of the staircases** that lead onto our entry level podiums.

These will be conducted 'airport-style' with fans being asked to pass through a metal detector. Security staff will be on hand to assist you at every arch and we would ask all spectators to listen carefully to any instructions they provide during this process and follow these to ensure your entry to the Stadium is as swift as possible.

Once you have passed through the Security Checks, you will be free to approach the turnstiles.

GOING THROUGH THE TURNSTILES

Once through security, you should head to the entrance indicated on your Access Card or ticket confirmation email.

The turnstiles work similar to those on the London Underground – you tap or scan your ticket and then walk through.

If you are using your physical Stadium Access Card to gain entry, you will simply need to tap it on the reader on top of the turnstiles.

If you are using a ticket with a barcode i.e. a paper ticket, print-at-home ticket or within the App, you will need to insert and line it up with the reader.

Stewards will be on hand to help should there be any difficulties.

BAG POLICY - LET'S BE CLEAR

We strongly advise supporters not to bring bags of any type into the stadium.

If you do bring a bag you will need to have it searched.

Our Bag Policy only permits the following bags to be brought into the stadium **after they have been searched:**

Ideally, you would bring the clear **Club-branded Bag for Life** that all Season Ticket Holders and Members received in their 2018-19 Membership packs – *for non-members, reusable drawstring bags are also available to purchase from Club Shops at a price of £1*

Clear carrier bags with a maximum size of 30cm long x 30cm high – *those issued in Spurs Shops pre-match for a charge of 10p will meet this criteria.* ***Shop staff will place items directly into and seal this bag – it should not be opened and no personal items should be placed into this bag before you have been through the security checks. As long as the seal is intact, it will not require searching.*** *The new carrier bags are fully biodegradable in-line with our environmental policy. Our standard 10p carrier bags are being phased out and will only be issued in shops after the game and on non-matchdays*

Personal bags of A4 size or smaller (21cm long x 30cm high)

No other type of bag will be permitted inside the stadium

Please note, laptops are permitted as long as they are placed within a bag that meets the above criteria.

Our Bag Policy has been developed to ensure a safe environment for all and to **significantly speed up access into the stadium for those coming without bags.** Those choosing to **bring a bag to the stadium should be aware that they will be delayed,** whilst the bag is checked and tagged.

No left luggage service is available at the stadium on matchdays – however, there will be one available on non-matchdays within the Tottenham Experience for anybody taking part in our Stadium Tours.

If you have a medical condition that requires you to bring a bag or other equipment, please email access@tottenhamhotspur.com.

East Premium entrances
WORCESTER AVENUE
National Rail
Northumberland Park
13
14
15
16
17
12
11
18
East Atrium
WC
19
20
21
22
10
9
8
North
South
Paxton Terrace
Park Lane Square
London Academy of Excellence Tottenham
Sainsbury's
NORTHUMBERLAND PARK
PARK LANE
West Atrium
Shop
Ticket Office
WC
Security Office
7
6
5
4
3
2
1
23
Media
Stadium Tours
Museum
Sky Walk
Shop
(Still to come)
White Hart Lane
Overground
West Premium entrances
HIGH ROAD
Tottenham Hale
Seven Sisters
Overground, Underground and National Rail services

INSIDE YOUR NEW HOME

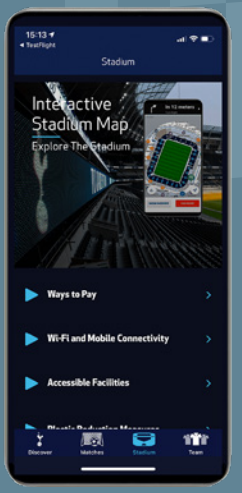
EXPLORING THE STADIUM

The stadium has nine floors – **Levels 1, 2, 4 and 5 will be accessible to our general admission fans.**

The generous and open concourses are bathed in natural light from extensive glazed areas with contemporary **polished concrete floors made using aggregate from White Hart Lane**. You will see an unrivalled standard of finish using materials such as brushed steel, copper, European oak and quartz.

Supporters have the freedom to move around the concourse from stand to stand so you can explore and meet fellow fans located in other areas.

Around the concourses are areas for pop-up experiences, including promotions and competitions, Legend appearances and other selected entertainment.



WIFI AND MOBILE CONNECTIVITY

The Club has partnered with Hewlett Packard Enterprise (HPE) to ensure our Stadium is one of the most technologically advanced in the world. It has been designed with technology incorporated into the fabric of the building to enhance the fan experience, with free high-density Wi-Fi and beacon technology. The stadium will also have mobile coverage from all four major UK network providers.

Upon your first visit to the stadium, you should select the Wi-Fi network named **'Stadium_Guest'** in your phone's settings that will then bring up a registration page – once you have accepted our terms and conditions for using the Wi-Fi, you are then automatically connected.

Once connected, if you have not already done so, download the Spurs Official app to make the most of your experience at the stadium. You will then be able to navigate around the stadium using the app's wayfinding technology.

There are over 1,600 wireless access points that provide the stadium with 100% mobile coverage - that allows 65% of our matchday attendees to simultaneously stream live video.

We have beacons in our concourses and premium hospitality areas that allow us to send those using our app location-specific offers and services, enhancing your matchday experience.

Our data centre is visible to fans in the North-West Corner of Level 1, publicly displaying the power of the technology that is transforming the stadium experience.

USE THE SPURS OFFICIAL APP

As you arrive at the stadium, the app will really come into its own.

'Wayfinding' technology will allow you to navigate directly to all of the stadium's facilities – from bars to restaurants and points of interest.

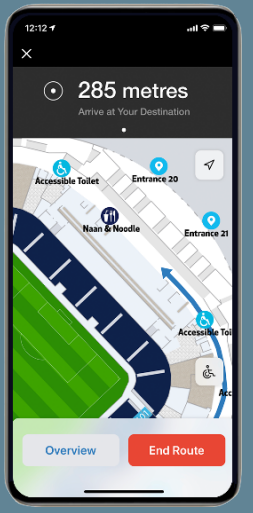
The technology will guide you step-by-step via the fastest or most accessible route.

Make sure you agree for the app to use your location and send you notifications to make the most of this exciting technology.

Your experience will be further enhanced if you log in with a Client Reference Number upon opening the app. This will give you access to your match ticket, as well as exclusive content accessible only within the stadium.

There will also be sections of the app where you can take part in competitions and even upload 'selfies' to a special photo wall.

In the coming months, we shall be upgrading the app and increasing its functionality.



WAYS TO PAY

The Club is proud to deliver the world's first fully cashless stadium as we aim to provide the best possible fan experience at our home.

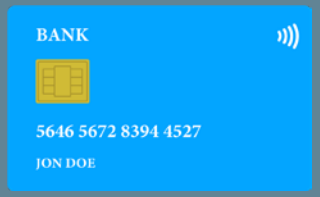
No cash will be accepted for any purchase made within the stadium and its surrounding campus, including the Tottenham Experience and The M.

The result will be:

- **Increased speed of service** and shorter queue times.
- **More payment options** – bank cards, mobile, gift card.
- **Improved hygiene** – catering staff won't be handling cash.

All payments can be made using the following methods:

All major contactless debit and credit cards, with chip and pin applying for purchases over £30.



Mobile and wearable payment, including Apple Pay and Google Pay - this method supports high value contactless payments.

Gift Card – traditional Tottenham Hotspur Gift Cards will continue to be available in Club Shops and can be used as a further payment method.

If you have any further questions on how the cashless stadium will work, please visit Ask Spurs.

PLACES OF INTEREST

WALKING ON MEMORIES

You will be aware that much of our stadium has been built on the site that was once White Hart Lane – so we have ensured that we pay homage to a number of key landmarks from our former home.

The Lane's Centre Spot, the very place where all 2,533 competitive matches at the Lane began, can be found within the South Atrium – our spectacular entrance to the 17,500-seat single-tier South Stand.

COMING SOON

- **The Park Lane penalty spot**: outside the entrance to the South Stand, on Park Lane Square, you can locate the position from where so many of our famous marksmen down the years have found the net

- **The South West corner**: also in Park Lane Square, you can locate the position of the South West corner flag – all-time greats including Bale, Ginola and Hoddle would have swung world-class deliveries in from here.

We have also marked the North West and North East corner points. However, these plaques will be located within the south stand seating bowl – so, will you be one of the lucky fans with a part of the Club's history beneath their feet?

FEATURE WALLS

You will be hard pushed to find any blank spaces throughout the stadium concourses, with a range of engaging feature walls celebrating our past and present, as well as the local area.

Make sure you visit the following areas:

- **Level 1, South-West (next to the Chicken House)**: take a trip down memory lane with our fascinating collage of matchday programme front covers from over the years – you might find one from the first ever home match that you attended

- **West Stand/South Stand, Level 1**: you will be fascinated by our abstract map of the local area that puts the stadium firmly in the context of its surroundings amongst other nearby landmarks

- **Level 1, North-East**: this area will be dedicated to our growing network of Official Supporters' Clubs, featuring scarves representing groups from around the world from the US to China, Barbados to Ethiopia, and of course those closer to home – if you're an Official Supporters' Club member, this is an area worth visiting

- **North Stand, Level 5**: you can look back on stunning imagery of how we built our stadium from start to finish, covering all the key phases

- **The Shelf bar, East Stand, Level 1**: we give you the history of our famous old East Stand, with historic pictures of the Archibald Leitch design on back-lit galvanised steel – heritage displayed in a modern way. The area will also feature a soundwave representing the familiar 'we're the Shelf side' chant that would be regularly heard at the Lane. See more on The Shelf bar on p.25

- **The Dispensary bar, West Stand, Level 5**: we've collaborated with Bruce Castle Museum in Tottenham to display historical imagery of the local area alongside a Feature Bar dedicated to the old Tottenham & Edmonton Dispensary. See more on The Dispensary bar on p.25

- **The White Hart bar, East Stand, Level 5**: where better to pay homage to the legendary Bill Nicholson? In this area you will also find a contemporary artist's impression of the day we bid farewell to our former home in May, 2017. See more on The White Hart bar on p.25

ART GALLERY

Tottenham is an emerging creative hub for music and the arts. To celebrate this, the Club has allocated a space on the Level 1 Concourse in the West Stand to showcase work by four local artists.

The commissions on display respond to the brief 'Passionate About Tottenham' and each of the works are inspired by different aspects of our local area.

As well as providing added vibrancy and a unique installation to this light and airy concourse space, our aim is to raise awareness for local creative talent, whose work will be viewed by thousands of visitors each year.

We plan to change the display annually so as many artists as possible can be given the opportunity to showcase their work.

FOOD AND DRINK

Our 60 food and drink outlets serve a wide range of delicious food. We are taking our inspiration from London's vibrant street food market scene and provide a range of diverse menus along with traditional fan favourites.

Make the most of the experience by arriving early and staying longer so that you can enjoy our wide range of food and drink options.

You can enter the stadium from 2.5 hours before kick-off and we really do encourage you to get to the stadium at least an hour before kick-off so that you avoid busy public transport times and leave enough time to clear security.

FOOD

The **Market Place**, situated in the stadium's South Stand, **Touchline Grills** and **Tap Inns**, located throughout the venue, will serve a **wide range of traditional fan favourites and other delicious dishes** inspired by London's vibrant street food market scene.

The food options within the Market Place include:

Touchline Grill
Burgers, hot dogs and chicken and chips

N17 Grill
Gourmet burgers

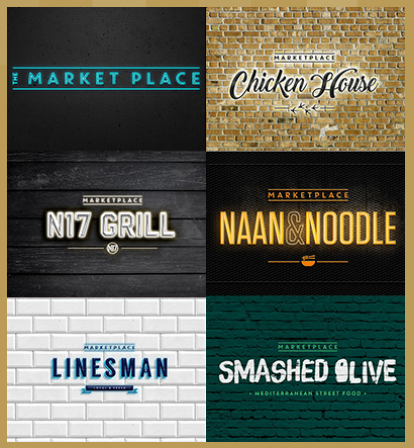
Linesman
Traditional fish and chips

Chicken House
Rotisserie and Southern fried chicken

Naan & Noodle
Asian street food

Smashed Olive
Pizzas and salads

These outlets will be located in The Market Place with a selection of the food from these outlets also being available at the Touchline Grills.



DRINK

The new 'high street pub-style' **Feature Bars in the East and West Stands and the Tap Inns and Touchline Grills** situated in every stand will see HEINEKEN, the Club's official beer partner, serving its much-loved beer and cider products including Heineken®, Amstel, Strongbow and Old Mout Cider and craft beer from Beavertown. For improved hygiene, draught beer will be poured using a bottom-up 'fast pour' system.

Bars include:

- The Goal Line Bar (South Stand, Level 1)
At the rear of The Market Place in the South Stand is the 65-metre Goal Line Bar that runs the entire length of the goal line. **This is the longest bar in Europe.**

- The Shelf (East Stand, Level 1)
The bricks in The Shelf have been **salvaged from the East Stand of White Hart Lane** whilst the metal work on the bar is inspired by the Archibald Leitch design from the old Shelf.

- The Dispensary (West Stand, Level 5)
The Dispensary takes its name and design influence from the **old Tottenham & Edmonton Dispensary that once graced the High Road**. The salvaged frontage of this building is a feature within the Spurs Shop at the Tottenham Experience.

- The White Hart (East Stand, Level 5)
The White Hart **pays tribute to the Club's former home**, with The Lane previously owned by Charrington's Brewery – fans are sure to feel at home here.

- Microbrewery and Beavertown Tottenham Taproom (South East Corner, Level 1)
Beavertown Brewery is the Club's Official Craft Beer Supplier. Craft beer is brewed on-site – a world first for any football stadium - with fans able to enjoy the local brewery's exciting range of craft beers, as well as a collaboration beer that is set to be created and brewed in partnership with Tottenham Hotspur and its fans.

Beavertown will operate a microbrewery within this area – **a world first for any football stadium.**

OPENING/CLOSING TIMES

All bars and food outlets will open two hours before kick-off, at the same time as the stadium opens.

We shall then have phased closing times – our food outlets within the Market Place and all Feature Bars may remain open for up to two hours after the final whistle, making them the perfect destination to meet up with friends and family for a post-match drink or snack.

SPECIAL DIETARY REQUIREMENTS

We cater for special dietary requirements across the stadium.

The Spurs Official app contains, and staff will be equipped with, allergen information on all of our food products served within the Market Place, Touchline Grills and Tap Inns.

Visitors can also use the app to identify which of our outlets have the widest range of foods to meet their needs and dietary requirements.

SHOPS & ATTRACTIONS

The Tottenham Experience located on the High Road is home to the **largest retail space of any football club in Europe**, utilising the latest retail concepts and technology.

The store features a 100-seat auditorium area to host pre-match and post-match experiences, special appearances and promotions for those that arrive early and stay longer.

The Club has painstakingly retained and restored the façade of the old Tottenham & Edmonton Dispensary to its original glory.

Shirt printing will be carried out behind the restored façade – a fantastic historical feature of this new and exciting shop.

The Tottenham Experience is home to a range of visitor attractions available throughout the year:

• **Stadium Tours** – get to know our new home in our fantastic behind-the-scenes stadium tours. Throughout the tour you will experience the player journey. Sit in the home changing room, walk out of the players' tunnel, go pitchside, see the view from the dugout and much, much more. Season Ticket Holders and Members will receive a discount on Stadium Tours. Initially tours will not be operating on a match day. Click here to purchase your voucher.

STILL TO COME

• **Sky Walk** – do you dare to experience the spectacular Sky Walk? An adrenaline-filled attraction where you scale the Tottenham Hotspur Stadium and step on the glass walkway 40 metres above the pitch. Take in views of London before you test your nerve by taking the ultimate challenge – an abseil from the stadium roof to ground level.

• **The Tottenham Hotspur Archive** – the Club's historic Archive will be housed within the restored Grade II listed Warmington House where, with controlled access, our vast collection of artefacts and past records, telling the story of the Club's founding, history and its link to the local area, can be seen.

• **The Club Museum** – Based within Warmington House and utilising interpretive media and interactive displays, the Museum is designed to tell the Club's history, display Club artefacts and encourage the visitor to explore all aspects of the Club and its home in Tottenham.

TO CARE IS TO DO

RECYCLING - USE THE RIGHT BIN

The Club is dedicated to minimising the environmental impacts of all our activities .

You can help us ensure all waste is recycled by simply choosing the right bin when you dispose of your rubbish.

Throughout the concourses, you will find **two different bins at each location** – one is for General Waste, the other for Dry Mixed Recycling.

The only waste items that should be placed in the Dry Mixed Recycling bins are as follows:
- Empty plastic and glass bottles
- Empty cans
- Paper
- Small cardboard

These items should not contain any left-over food or liquids if being placed into the Dry Mixed Recycling bin.

All other waste, such as left-over food, should be placed in the General Waste bin – **this is crucial for the following reason:**

After matches, the Dry Mixed Recycling bins are taken to a nearby Material Recovery Facility in Edmonton where the waste is separated to produce quality, single-stream materials that are then baled and sent to the most sustainable companies for re-processing.

However, **if we contaminate our Dry Mixed Recycling bins with General Waste, it makes this sorting and repurposing process impossible.**

Therefore, by using the right bin, **you will be making the new stadium a more sustainable venue** by aiding recycling.

To ensure we make this process as simple as possible, we shall have staff on hand nearby the bins to help you use the right ones.

SINGLE-USE PLASTICS

We are leading the way in exploring ways to ensure that **products we use do not end their life with us** as part of our commitment to reducing our single-use plastic footprint across Club operations.

We have sought to source more environmentally **sustainable alternatives to single-use plastic** and will continue to do so as part of our commitment to phasing out single-use plastics from our operations. Any new contracts which come up for tender will also include a requirement to cut single-use plastics.

As such, **we do not stock plastic straws, stirrers or cutlery** at the stadium across all concourse areas, nor are they wrapped in any plastic disposable packaging. We instead use wooden stirrers and cultery, and paper straws.

In addition, no single-use plastics is used to serve food inside our premium areas. Sandwich packaging in The M, our new food and drink option on the High Road, is fully compostable.

Water fountains are also available throughout our general admission concourses – so if you buy a bottle of water from one of our concessions, ensure you do your bit for the environment (and save yourself some money) by refilling the bottle rather than purchasing another one.

All our One Hotspur Members and Season Ticket Holders received a Bag for Life as part of their Membership packs last season. The see-through Club-branded Bag for Life **meets our Bag Policy** **(see p. 14-15)**, meaning fans can bring their bag along on matchdays to carry all of their belongings and in-store purchases.

Stadium visitors that are not part of our Membership scheme will be able to purchase a multi-use, reusable drawstring bag from one of our retails outlets at a cost of £1.

ACCESSIBLE FACILITIES

Our new stadium is fully compliant with the Accessible Stadia Guide and exceeds standards in many areas. **The stadium has accessible seating and wheelchair spaces in all stands, including our single tier South Stand.**

We have the flexibility within our designs to provide seating that enables wheelchair users to sit together with their families at various locations around the ground, subject to availability.

On arrival - you will find designated accessible check-in entrances with large passenger lift access to all levels. We offer temporary wheelchairs if required and headsets to listen to our in audio descriptive match commentaries, delivered by professionally trained Club employees.

Assistance Dogs - we welcome assistance dogs and have dedicated dog spending areas - one in the South East Corner, ground floor, the other in the North East corner on Paxton Terrace.

Access stewarding - we have our dedicated access stewarding teams to work with guests who have access requirements.

Car parking - Parking for supporters with a disability is available in and around the stadium, subject to availability. However, please note that the car parking spaces for disabled fans are within the road closure zone, so you will need to arrive early to access these and stay longer before departing.

Concession counters - all counters around the stadium have been lowered for easier access.

Changing Places - there are **three** toilets for those with complex care requirements – two within the stadium and one at the Tottenham Experience – as well as 74 accessible toilets across the stadium campus.

Sensory Room - an area in the North-West corner of the stadium, Level 4, has been designated for fans with sensory impairments to assist their matchday experience.

If you have accessibility requirements and are not registered with our Disability Access Scheme, please email access@tottenhamhotspur.com.

ATTENDING WITH CHILDREN

All supporters who enter the stadium are required to have an individual ticket and seat. For avoidance of doubt, this includes babies in arms.

FAMILY AREAS

The Family Area concourse, **situated in the North West corner**, is clearly identifiable with vibrant graphics throughout and offers a tailored experience for fans attending with children of all ages.

The seats that have direct access to the Family Areas concourse are in blocks **109, 110, 416, 417, 510, 511 and 512.**

If you are in this area for the match, **get into the ground early** as this is when we shall be delivering a range of fun and engaging activations, including:

- Meeting our mascots Chirpy and Lily
- Photo opportunities in front of an augmented reality backdrop
- Getting your face painted in Spurs colours
- Taking advantage of giveaways and entering competitions. We'll also be surprising fans with special guest appearances throughout the season, so make sure you are in the stadium early enough to take advantage.

SNACK ATTACK!

Snack Attack! packs are available within all areas of the stadium, providing parents with a fun-filled food option for their Juniors.

The packs offer a wide range of choice with either a pork hot dog, beef burger or bean burger, along with a freshly prepared fruit bag, soft drink and either chips or vegetable sticks.

We've partnered with the ever-popular Match Attax so that each Snack Attack! contains a free pack of cards for Juniors to collect or swap with friends at school.

At every home match, one Snack Attack! pack will contain a Golden Ticket for a lucky young fan to win a Spurs goody bag.

LOST CHILDREN

All children under the age of 14 must be accompanied by a responsible adult. However, if you become separated from your child, **please notify the nearest steward immediately**, providing as much detail as possible (name, age, appearance, place last seen).

If attending with a child, we strongly recommend that they **wear a wristband** that can be collected from one of our Fanbassadors upon arrival. These should be clearly marked with the adult's name, contact telephone number and seat location.

We also suggest that you agree clear meeting points both inside and outside of the stadium, making clear to your child that, if you become separated, they should approach nobody other than a steward.

BABY CHANGING

Our Baby Changing facilities can be found in the Changing Places unit within the Tottenham Experience.

PUSH CHAIRS

There are no facilities within the stadium for storing push chairs.

IN YOUR SEAT

You will be amazed at just how intimate and close to the action you will feel with a seating bowl designed to **place fans closer to the pitch than at any other comparable size stadium in the UK**.

Distances from the front row to the touchline range from just 4.9 metres to 7.9 metres. The angle of the stands is set at up to 35 degrees and this, combined with the close proximity, will help connect you to the play.

The design of the stadium bowl **optimises the atmosphere created**, ensuring the Club maintains its tradition of having one of the most atmospheric homes in British sport.

Our 17,500 single-tier South Stand, the largest in the UK, is more than 34 metres in height and will provide a **'wall of sound'.**

There are four giant HD screens, **the largest in the UK**, and a state-of-the-art sound system. This will ensure that we can deliver pre-match, half-time and post-match entertainment, highlights and replays to the highest possible standard.

The comfortable modern seating will offer **generous leg-room and uninterrupted views of the pitch.**

In the bowl, you will enjoy the high-density mobile connectivity and free WiFi.

SAFE SEATING

Areas at the front of the South Stand, as well as in the visiting supporters' section, have been **future-proofed for safe standing.**

Although 'rail seating' is used extensively in Germany and at Celtic Park in Scotland, the Club has created a **different, improved design that doesn't compromise comfort.**

We have developed a purpose-designed **'safe seating'** solution whereby safety and spectator comfort are given equal precedence, using the same moulded seats as in the rest of the general admission areas.

These seats provide the same comfort and leg room as in all other areas of the stadium, with an **ergonomically profiled bar in front of the seats set at 900mm** for clear sightlines.

The seat in its folded position is slim, allowing the **stepping clearway to be maximised,** with a purpose-designed lock to ensure the seat can be stowed when required.

Please note, persistent standing during football matches is currently against the Law and will not be tolerated, even within the future-proofed areas.

AWAY FANS

The 3,000 away fans for Premier League matches will be situated in the lower tier of the North East corner of the ground. The stadium has also been designed to allow for varying away allocations due to requirements of different domestic and European competitions.

Please note that the Elmhurst Arms on Lordship Lane is a designated pub for away fans.

TOILETS

There are plenty of high quality washrooms available and you can **find the nearest one to your location by using the app.**

There is also a public washroom available across the stadium campus. See our Stadium map on p.16-17 for the locations.

MATCHDAY PROGRAMMES

A staple of any matchday, programme vendors will be present outside and inside the stadium, **all equipped with cashless payment devices**.

HALF-TIME ENTERTAINMENT

We plan to bring you a range of Half-Time entertainment and special guests **just as we have always done** but with bigger video screens, more of them and a better sound system! Details about what you can look forward to will be available on our website and via our app before matches.

MAKE A DAY OF IT

After the match, **The Market Place becomes the perfect destination** to meet up with friends and family for a post-match drink or snack.

We shall continue to serve our range of food and drink options well after the final whistle. **A dedicated stage will play host to a programme of post-match entertainment including live music, Legends Q&As and DJ sets**. We shall, of course, show any other Premier League matches that are being broadcast post-match on our screens.

Details on our programme of post-match entertainment at The Market Place will be available to view on our website and app before the game.

The Market Place will remain open up to two hours after the final whistle.

PLEASE TAKE NOTE

SPURS RESPECTS

We are justly proud of our superb and loyal support, home and away.

We all have a responsibility to act as ambassadors of Tottenham Hotspur Football Club and act as considerate neighbours to those who live and work in the area around the stadium.

If you witness any form of anti-social, abusive or discriminatory behaviour, homophobic language, crime, vandalism, violence, the use of smoke bombs or pyrotechnics close to you at any of our matches, please send a text to 07537404821 along with your location (block/row/seat) and the location of the offence (block/row/seat).

Text 07537404821 with - FOUL (language & behaviour); RACISM (racist chanting & shouting); HPH (homophobic chanting); DRINK (drinking alcohol in view of the pitch); SMOKE (smoking in the stadium); STAND (standing up); PYRO (use of or intended use of any pyrotechnic or smoke bomb).

SMOKING

There is no smoking or use of e-cigarettes permitted anywhere across the stadium campus.

ANTI-TOUT MEASURES

Tickets for all Tottenham Hotspur matches should only be purchased from official sellers, and should only be sold at the face value shown on the ticket. Please note that tickets purchased from unofficial websites/agencies, social media sites, or from touts will be invalid and you are likely to be refused entry or ejected from the stadium.

If you have any reason to doubt the validity of your ticket(s), you can check against a list of official suppliers on Ask Spurs.

The unauthorised sale of match tickets above face value is a criminal offence under UK law and is a matter we take very seriously.

If you see any tickets being sold against our terms and conditions, please report this to supporterservices@tottenhamhotspur.com. All cases are investigated, and where possible those responsible banned.

EMERGENCY EVACUATION

In the unlikely event that we should have to evacuate the stadium, **please adhere to the advice given** by front line staff and on our public address system.

CAMERAS/VIDEO CAMERAS POLICY

Any photography and filming of the pitch is forbidden during the match.

BETTING

Although there are **no betting kiosks within the stadium**, you will be able to place bets on the William Hill app and mobile betting site via the stadium's high density WiFi.

FIRST AID

Each level of the stadium has a clearly signposted First Aid room on the concourse. The rooms are unmanned but has an emergency request telephone fitted to the wall nearby. In a medical emergency, fans should use the nearest phone or notify the nearest steward to mobilise one of our response teams to your location. There are also 27 defibrillators located across the stadium campus to be used in the event of a cardiac arrest.

LOST PROPERTY

Any lost property will be held within our 24-hour security office on the ground floor of the North West corner of the stadium. The telephone number is 020 3946 4051.

CONTEMPLATION ROOM

A multi-faith contemplation room is located within the North West corner of the stadium, available for use both before and after matches. Should you wish to use the facility, please contact us in advance of the matchday at supporterservices@tottenhamhotspur.com so that we can make the necessary arrangements.

INFORMATION RESOURCES

- Download the Spurs Official app
- Visit Ask Spurs
- Speak to our Fanbassadors
- Visit the Tottenham Experience
- Visit the Ticket Office
- Follow the Club on social media for latest information and video tutorials
- Read our pre-match emails sent to all match attenders

A-Z GUIDE

Aa

Access Cards

If you are a Season Ticket Holder or One Hotspur Member, you will have received a Stadium Access Card. Remember to keep this somewhere safe and do not throw it away as you will need it for the next two seasons.

You should:

- bring your Access Card with you to all home matches in order to gain entry to the stadium;

- download the Spurs Official app and log in with your unique Client Reference Number - the app will then load the home tickets associated with your Access Card into your 'Profile'

If you are a Season Ticket Holder, your seat details will be displayed on your Access Card. If you are a One Hotspur Member, the seat details will be automatically loaded onto your Access Card upon each match ticket purchase.

If you are a Season Ticket Holder and cannot attend a Premier League match for whatever reason, there are two separate ticketing platforms available for you to use:

•Ticket Exchange - If you want to sell your ticket

•Ticket Share - If you want to transfer your ticket

Accessible facilities

Our new stadium is fully compliant with the Accessible Stadia Guide and exceeds standards in many areas.
The stadium has accessible seating and wheelchair spaces in all stands, including our single tier South Stand. We have the flexibility within our designs to provide

On arrival, you will find designated accessible check-in entrances with large passenger lift access to all levels. We shall offer temporary wheelchairs if required and headsets to listen to our audio descriptive match commentaries. We shall have dedicated access stewarding teams to work with guests who have access requirements. All concession counters around the stadium have been lowered for easier access. If you have accessibility requirements and are not registered with our Disability Access Scheme, please email access@tottenhamhotspur.com.

App

Head to the App Store or Google Play now and download the Spurs Official app. The Spurs Official app really is a must-have for any fan.

Whether you are here, near or far, the app is the number one place for all news, videos and highlights, adding to our raft of digital channels that bring our fans across the world closer to the Club. Fans using the app receive goal alerts and live commentary from all our matches and get access to exclusive content.

You can take part in quizzes and competitions and even upload 'selfies' to a special photo wall.

We have also considered the entire fan journey on a matchday when designing the app and to significantly enhance the experience of anybody that visits the stadium.

When you log in, make sure you do so with your unique Client Reference Number or email address you have registered with the Club – you will not only be able access exclusive benefits, but also use the app's ticketing functionality.

If you are a Season Ticket Holder or One Hotspur Member, the home tickets associated with your Stadium Access Card will be automatically loaded into your 'Profile'.

Once you have logged in and opened the app, the ticket will appear and be ready to use - simply scan the barcode under the reader at the turnstile.

The app is in fact the best place to store your ticket as it covers you if you have lost or forgotten to bring your physical access card.

We encourage fans to allow the app to access their 'Location Services' to make the most of the Interactive Stadium Map.

This can be found within the 'Stadium' section of the app – wayfinding technology can pinpoint your location and help you easily navigate your way around the venue to locate points of interest, food outlets, bars and toilets.

Before leaving home, you will be able to browse what's on at the stadium, including entertainment, so that you can plan your day, as well as view all the latest news articles and videos. The app provides travel information, so that you can plan your journey, and also information about the match itself, such as the latest team news and previews.

Over the coming months, we shall be upgrading the app and increasing its functionality.

Archive (COMING SOON)

Soon to be housed within the restored Grade II listed Warmington House where, with controlled access, our vast collection of artefacts and past records, telling the story of the Club's founding, history and its link to the local area, can be seen. Once open, this attraction will be free of charge for visitors.

Art Gallery

Tottenham is an emerging creative hub for music and the arts. To celebrate this, the Club has allocated a space on the Level 1 Concourse in the West Stand to showcase work by four local artists.

The commissions on display respond to the brief 'Passionate About Tottenham' and each of the works are inspired by different aspects of our local area. As well as providing added vibrancy and a unique installation to this light and airy concourse space, our aim is to raise awareness for local creative talent, whose work will be viewed by thousands of visitors each year. We plan to change the display annually so as many artists as possible can be given the opportunity to showcase their work.

Assistance dogs

We welcome assistance dogs and have dedicated dog spending areas - one in the South East Corner, ground floor, the other in the North East corner on Paxton Terrace.

Away fans

The 3,000 away fans for Premier League matches will be situated in the lower tier of the North East corner of the ground. The stadium has also been designed to allow for varying away allocations due to requirements of different domestic and European competitions. Please note that the Elmhurst Arms on Lordship Lane is a designated pub for away fans.

Bb

Bag Policy

We strongly advise supporters not to bring bags of any type into the stadium. If you do bring a bag you will need to have it searched. Our Bag Policy only permits the following bags to be brought into the stadium after they have been searched:

• Ideally, you would bring the clear Club-branded Bag for Life that all Season Ticket Holders and Members received in their 2018-19 Membership packs – for non-members, reusable drawstring bags are also available to purchase from Club Shops at a price of £1

•Clear carrier bags with a maximum size

of 30cm long x 30cm high – those issued in Spurs Shops pre-match for a charge of 10p will meet this criteria. Shop staff will place items directly into and seal this bag – it should not be opened and no personal items should be placed into this bag before you have been through the security checks. As long as the seal is intact, it will not require searching. The new carrier bags are fully biodegradable in-line with our environmental policy. Our standard 10p carrier bags are being phased out and will only be issued in shops after the game and on non-matchdays.

• Personal bags of A4 size or smaller (21cm long x 30cm high)

No other type of bag will be permitted inside the stadium. Our Bag Policy has been developed to ensure a safe environment for all and to significantly speed up access into the stadium for those coming without bags. Those choosing to bring a bag to the stadium should be aware that they will be delayed, whilst the bag is checked and tagged.

No left luggage service is available at the stadium on matchdays – however, there is one available on non-matchdays within the Tottenham Experience for anybody taking part in our Stadium Tours.

If you have a medical condition that requires you to bring a bag or other equipment, please email access@tottenhamhotspur.com.

Baby changing

Our Baby Changing facilities can be found in the Changing Places unit within the Tottenham Experience.

Bars

At the rear of The Market Place in the South Stand is the 65-metre Goal Line Bar that runs the entire length of the goal line - this is the longest bar in Europe. This, along with the new 'high street pub-style' Feature Bars in the East and West Stands and the Tap Inns and Touchline Grills situated in every stand, will see HEINEKEN, the Club's official beer partner, serving its much-loved beer and cider products including Heineken®, Amstel, Strongbow and Old Mout Cider, and craft beer from Beavertown. For improved hygiene, draught beer will be poured using a bottom-up 'fast pour' system. There will of course be a comprehensive range of soft drinks available across our concessions.

Betting

Although there will be no betting kiosks within the stadium, you will be able to place bets on the William Hill app and mobile betting site via the stadium's high density WiFi.

Bikes

Cycling is growing across London and the Club is hoping to increase the number of fans and staff who cycle to events. Ultimately, we would like at least 1% of all supporters to cycle to and from matches. The infrastructure is being provided to support this, with Cycle Superhighway 1 already running to the stadium from the south and a mini-Holland route in Enfield under construction that will create a link to the stadium from the north. With this in mind, new cycle stands have been installed near to the stadium. They are located at four locations which can be used on a matchday only. There is also existing on-street hoops in the local area that can be used on event days.

Cc

Car parking

There is no parking available for general admission fans at the new stadium. Parking for supporters with a disability is available in and around the stadium, subject to availability. If you have accessibility requirements and are not registered with our Disability Access Scheme, please email access@tottenhamhotspur.com. However, please note that the car parking spaces for disabled fans will be within a road closure zone, so you will need to arrive early to access these and stay longer before departing.

Cashless payments

The Club is proud to deliver the world's first fully cashless stadium as we aim to provide the best possible fan experience at our new home. No cash will be accepted for any purchase made within the new stadium and its surrounding campus, including the Tottenham Experience. The result will be:
• Increased speed of service and shorter queue times.
• More payment options – bank cards, mobile, Stadium Access Card, Stadium Prepaid Card.
• Improved hygiene – catering staff won't be handling cash.
All payments can be made using the following methods:
- All major contactless debit and credit cards, with chip and pin applying for purchases over £30.
- Mobile and wearable payment, including Apple Pay and Google Pay - this method supports high value contactless payments.
- Stadium Access Card
- Tottenham Hotspur Stadium Prepaid Card

Changing Places

There are three Changing Places toilets for those with complex care requirements – two within the stadium and one at the Tottenham Experience – as well as 74 accessible toilets across the stadium campus.

Cheese Room

There isn't one! We're not sure where this rumour came from – but it has amused us!

Chicken House

Located in the south-west corner of Level 1, serving quality fried and rotisserie chicken.

Closing times

All food and drink outlets will have phased closing times – our food outlets within the Market Place and all Feature Bars may remain open for up to two hours after the final whistle, making them the perfect destination to meet up with friends and family for a post-match drink or snack.

Coaches

Our Regional Coach Services is in association with Big Green Coach Company runs a network of coach services from a range of towns in supporter heartlands. Coaches will drop off less than a 10 minute walk from the stadium. Home and away supporter coaches will arrive between two and three hours before the start of the match and will normally leave within one hour of the final whistle.

Concourses

The generous and open concourses are bathed in natural light from extensive glazed areas with contemporary polished concrete floors made using aggregate from White Hart Lane. You will see an unrivalled standard of finish using materials such as brushed steel, copper, European oak and quartz. Supporters

have the freedom to move around the concourse from stand to stand so you can explore and meet fellow fans located in other areas. Around the concourses are areas for pop-up experiences, including promotions and competitions, Legend appearances and other selected entertainment.

Contemplation Room

A multi-faith contemplation room is located within the North West corner of the stadium, available for use both before and after matches. Should you wish to use the facility, please contact us in advance of the matchday at supporterservices@tottenhamhotspur.com so that we can make the necessary arrangements.

Controlled Parking Zone (CPZ)

As with the old stadium, the local authorities will operate a Controlled Parking Zone (CPZ) – the boundaries of which have been extended by Haringey and Enfield Councils following consultation with local residents.

Cup matches

In certain Cup competitions, we are obliged to provide an increased allocation for visiting supporters. This will result in visiting fans being located in the upper tiers of the North East corner and certain home Season Ticket Holders may be relocated. If your seat is one of those that are subject to relocation, you will have been notified at the point of purchase. Cup matches are not included as part of your Season Ticket unless you are an 1882 Season Ticket Holder or have registered on our Cup Ticket Scheme.

Dd

Dispensary

One of our Feature Bars located in the West Stand, Level 5, The Dispensarytakes its name and design influence from the old Tottenham & Edmonton Dispensary that once graced the High Road. The salvaged frontage of this building is a feature within the Spurs Shop at the Tottenham Experience.

Ee

Emergency evacuation

In the unlikely event that we should have to evacuate the stadium, please adhere to the advice given by front line staff and on our public address system.

Entrances

On your Access Card or ticket confirmation email, you will find an Entrance number, 1-23. The location of your Entrance will be indicated on signage at street level around the perimeter of the stadium. The Entrance number will correspond to a certain set of steps (there are 8 staircases in total around the perimeter) that then lead up to the entry level podiums – Paxton Terrace and Park Lane Square. Stewards will be located at the bottom of each staircase to scan your ticket to ensure you a) have the right ticket, and b) you are at the correct staircase. Unlike at the Lane, no matter what level of the stadium your seat is on, all general admission spectators will enter the stadium on the Level 1 concourse. You must only enter the stadium via the Entrance indicated on your ticket, but once you are inside you will be free to move around the stadium.

Ff

Family Areas
The Family Area concourse, situated in the North West corner, is clearly identifiable with vibrant graphics throughout and offers a tailored experience for fans attending with children of all ages. Family Areas concourse are in blocks 109, 110, 416, 417, 510, 511 and 512.

Fanbassadors

Our Fanbassadors have been recruited from the local area via the Tottenham Hotspur Foundation as part of our wider employment drive. Acting as your Help & Information point for the stadium, make use of them and feel free to ask anything. They will be able to provide you with maps and other useful information, including match-specific special offers. Our fantastic Fanbassadors are located on route to, inside and outside the stadium.

Filming

Any photography and filming of the pitch is forbidden during the match.

First Aid

Each level of the stadium will have a clearly signposted First Aid room on the concourse. The rooms are unmanned but will have an emergency request telephone fitted to the wall nearby. In a medical emergency, fans should use the nearest phone or notify the nearest steward to mobilise one of our response teams to your location. There are also 27 defibrillators located across the stadium campus to be used in the event of a cardiac arrest.

Food

The Club has designed the stadium's food and drink experience around feedback from fans and looks to embrace the local vibe and culture. From our signature pies to street food-style dishes, there will be something for every visitor. By using the Spurs Official app, you will have full sight of all menu options, including dishes for those with special dietary requirements. All payments at any food or drink outlet will need to be made using a cashless payment method. The Market Place, situated in the stadium's South Stand, and the Touchline Grills and Tap Inns, located throughout the venue, will serve a wide range of traditional fan favourites and other delicious dishes inspired by London's vibrant street food market scene.

Gg

Gift cards

Traditional Tottenham Hotspur Gift Cards will continue to be available in Club Shops and can be used as a cashless payment method at the stadium and throughout the surrounding campus.

Goal Line Bar

Located in the South Stand, Level 1, at the rear of The Market Place in the South Stand is the 65-metre Goal Line Bar that runs the entire length of the goal line. This is the longest bar in Europe.

Hh

Half-time entertainment

We plan to bring you a range of Half-Time entertainment and special guests just as we have always done but with bigger video screens, more of them and a better sound system! Details about what you can look forward to will be available on our website and via our app before matches.

Ii

Information point

Although there is no specific Help & Information point on the stadium campus, our Fanbassadors will be available to answer any questions you may have.

Jj

Juniors

If you are in our Family Area for the match, get into the ground early as this is when we shall be delivering a range of fun and engaging activations for juniors, including:

- Meeting our mascots Chirpy and Lily
- Signing up to one of the limited places available to be one of our pre-match, on-pitch flag bearers on the day or, if you are attending your first match, you can join Chirpy's Parade
- Photo opportunities in front of an augmented reality backdrop
- Measuring yourself against the heights of your favourite players
- Getting your face painted in Spurs colours
- Taking advantage of giveaways and entering competitions

Kk

Keeping you up-to-date

Once you're in the stadium, we shall endeavour to keep all fans updated with live transport information so that you can plan your journey home after the match. With nearly 1,800 screens throughout the stadium, as well as a state-of-the-art sound system, we'll ensure that you do not miss any key information regarding public transport, as well as posting updates on our channels.

Kiosks

Touchline Grills and Tap Inns are located throughout the stadium, serving a range of food and drink options. Although there will be no betting kiosks within the stadium, you will be able to place bets on the William Hill app and mobile betting site via the stadium's high density WiFi.

Ll

Left luggage

No left luggage service is available at the stadium on matchdays – however, there will be one available on non-matchdays within the Tottenham Experience for anybody taking part in our Stadium Tours.

Linesman

One of the food outlets available in the South Stand Market Place, serving classic fish and chips.

Lost children

All children under the age of 14 must be accompanied by a responsible adult. However, if you become separated from your child, please notify the nearest steward immediately, providing as much detail as possible (name, age, appearance, place last seen). If attending with a child, we strongly recommend that they wear a wristband that can be collected from one of our Fanbassadors upon arrival. These should be clearly marked with the adult's name, contact telephone number and seat location. We also suggest that you agree clear meeting points both inside and outside of the stadium, making clear to your child that, if you become separated, they should approach nobody other than a steward.

Lost property

Any lost property will be held within our 24-hour security office on the ground floor of the North West corner of the stadium. The telephone number is 020 3946 4051.

Mm

The M

Situated on the ground floor at the north-west corner of the stadium, The M is a purpose-built media working space offering seating for more than 200 and is equipped with 20 AV screens and two multi-screen media walls, as well as being fully WiFi enabled with hardwired power and data for all guests.

Market Place

Situated in the stadium's South Stand, serving a wide range of traditional fan favourites and other delicious dishes inspired by London's vibrant street food market scene. The food options within the Market Place include burgers, fish and chips, chicken, Asian street food and pizzas. Our food outlets within the Market Place remain open for up to two hours after the final whistle, making this the perfect destination to meet up with friends and family for a post-match drink or snack. We shall continue to serve our range of food and drink options well after the final whistle. A dedicated stage will play host to a programme of post-match entertainment including live music, Legends Q&As and DJ sets. We shall, of course, show any other Premier League matches that are being broadcast post-match on our screens. Details on our programme of post-match entertainment at The Market Place will be available to view on our website and app before the game.

Microbrewery

Beavertown will operate a microbrewery within the Tottenham Tap Room, located in the South East corner, Level 1 – a world first for any football stadium.

Museum (COMING SOON)

Soon to be based within the restored Grade II listed Warmington House and utilising interpretive media and interactive displays, the Museum is designed to tell the Club's history, display Club artefacts and encourage the visitor to explore all aspects of the Club and its home in Tottenham.

Nn

N17 Grill

One of the food outlets available in the South Stand Market Place, serving gourmet burgers.

Naan and Noodle

One of the food outlets available in the South Stand Market Place, serving Asian street food.

Oo

Opening times

General admission to the stadium is open from two hours before kick-off and we really do encourage you to get to the

stadium at least an hour before kick-off so that you avoid busy public transport times and leave enough time to clear security. All bars and food outlets will open two hours before kick-off, at the same time as the stadium opens. Premium areas are open from three hours before kick-off.

Pp

Plastic

We are leading the way in exploring ways to ensure that products we use do not end their life with us as part of our commitment to reducing our single-use plastic footprint across Club operations. We have sought to source more environmentally sustainable alternatives to single-use plastic and will continue to do so as part of our commitment to phasing out single-use plastics from our operations. Any new contracts which come up for tender will also include a requirement to cut single-use plastics. As such, we do not stock plastic straws, stirrers or cutlery from day one at the stadium across all concourse areas, nor are they wrapped in any plastic disposable packaging. We instead use wooden stirrers and cutlery, and paper straws. In addition, no single-use plastics is used to serve food inside our premium areas. All our One Hotspur Members will have received a Bag for Life as part of their Membership packs. The see-through Club-branded Bag for Life meets our Bag Policy, meaning fans can bring their bag along on matchdays to carry all of their belongings and in-store purchases. Stadium visitors that are not part of our Membership scheme will be able to purchase a multi-use, reusable drawstring bag from one of our retails outlets at a cost of £1.

Programmes

A staple of any matchday, programme vendors will be present outside and inside the stadium, all equipped with cashless payment devices.

Public transport

The stadium is well-served by public transport, so this is the best way to get to the stadium. There are many transport options available depending on where you are coming from. Although you may have been used to travelling to the Lane over a number of years, the new stadium will see the number of visitors much increased on a matchday. You will see service improvements, new shuttle bus services, regional coaches, better pedestrian walkways, clear signage, cycle parking and regular transport and station updates on Club channels and screens around the stadium. There will be no parking available for general admission fans at the stadium, local road closures and an extended Event Day Controlled Parking Zone (CPZ), so we encourage fans not to drive. Given the ongoing improvements to stations and services, you may find that there is a more effective way of getting to us than the way you used to travel.

Push chairs

There are no facilities within the stadium for storing push chairs.

Qq

Queue management

When queues form either when entering the stadium or at train stations after matches, please follow the available signage and pay attention to the advice of stewards. Information on queue times at stations after matches will be communicated via TV screens within the stadium. As with the Lane, it is the post-match period where queues will be longest at the four stations. However, we expect queue lengths will reduce after the first few months as you learn new travel routes, the track and station improvement works are completed and new rolling stock then comes into operation. We encourage fans to make full use of the platform capacity at all four stations and follow the advice of stewards and station staff. Depending on which direction you are travelling in, there are likely to be lengthier queues at White Hart Lane than at stations slightly further afield, such as Tottenham Hale. It may be quicker for you to walk to a different station than you would normally use to access train and Undergound services.

Rr

Recycling

The Club is dedicated to minimising the environmental impacts of all our activities. You can help us ensure all waste is recycled by simply choosing the right bin when you dispose of your rubbish. Throughout the concourses, you will find two different bins at each location – one is for General Waste, the other for Dry Mixed Recycling. The only waste items that should be placed in the Dry Mixed Recycling bins are as follows:

- Empty plastic and glass bottles
- Empty cans
- Paper
- Small cardboard

These items should not contain any left-over food or liquids if being placed into the Dry Mixed Recycling bin. All other waste, such as left-over food, should be placed in the General Waste bin.

Refunds (tickets)

Should you purchase a ticket and subsequently be unable to attend a fixture, you can apply for a full refund (minus booking fees) subject to providing written notice by no later than seven days before the match. This relates to all Members purchasing via the One Hotspur Members' priority sales windows, Guest Ticket sales (where Season Ticket Holders and Members are given the chance to purchase additional tickets before a full unrestricted general sale) and all general ticket sales. Season Tickets are strictly non-refundable and only transferable through Ticket Exchange or Ticket Share.

Road closures

Please note that some roads closest to the stadium are closed before, during and after a match to make it safe for fans, local residents and businesses, and for emergency access to the area. On matchdays, general traffic will not be able to access parts of the High Road between White Hart Lane and Lordship Lane/Lansdowne Road from two hours before and up to one hour after the match at the Police Match Commander's discretion. Worcester Avenue is also closed from 8am on matchdays and Park Lane from three hours before kick-off. Parking bays will be suspended on both Park Lane and Worcester Avenue during these times. All side roads in around a half a mile radius of the stadium will

also be closed to general traffic. No vehicles other than emergency services and local residents or businesses with the necessary permits will be allowed within the road closure zones. Love Lane and Whitehall Street will also have all parking bays suspended and will be closed for up to one and a half hours after a match to cater for queues at White Hart Lane station. For one to two hours after a match, Leeside Road will be one-way eastbound and Willoughby Lane will be one-way northbound, from its junction with Willoughby Park Road.

Ss

Safe seating

Areas at the front of the South Stand, as well as in the visiting supporters' section, have been future-proofed for safe standing. Although 'rail seating' is used extensively in Germany and at Celtic Park in Scotland, the Club has created a different, improved design that doesn't compromise comfort. We have developed a purpose-designed 'safe seating' solution whereby safety and spectator comfort are given equal precedence, using the same moulded seats as in the rest of the general admission areas. These seats provide the same comfort and leg room as in all other areas of the stadium, with an ergonomically profiled bar in front of the seats set at 900mm for clear sightlines. The seat in its folded position is slim, allowing the stepping clearway to be maximised, with a purpose-designed lock to ensure the seat can be stowed when required.

Seats

Season Ticket Holders will find seat details on their Access Cards. One Hotspur Members, however, will not have these details on their Access Cards so will need to refer to their confirmation email for the information, as will non-Members who have purchased a ticket. Clear signage on the concourses will direct you to your seat. You will be amazed at just how intimate and close to the action you will feel with a seating bowl designed to place fans closer to the pitch than at any other comparable size stadium in the UK. The comfortable modern seating will offer generous leg-room and uninterrupted views of the pitch.

Security Checks

Security Checks for all spectators, home and away, will take place at the top of the staircases that lead onto our entry level podiums. These will be conducted 'airport-style' with spectators being asked to pass through a metal detector. Once you have passed through the Security Checks, you will be free to approach the turnstiles.

Sensory Room

An area in the North-West corner of the stadium, Level 4, has been designated for fans with sensory impairments to assist their matchday experience.

The Shelf

One of our Feature Bars located in the East Stand, Level 1. The bricks in The Shelf have been salvaged from the East Stand of White Hart Lane whilst the metal work on the bar is inspired by the Archibald Leitch design from the old Shelf. On the feature wall opposite, we give you the history of our famous old East Stand, with historic pictures on back-lit galvanised steel – heritage displayed in a modern way. The wall will also feature a soundwave representing the familiar 'we're the Shelf side' chant that would be regularly heard at the Lane.

Shops

The Tottenham Experience located on the High Road is home to the largest retail space of any football club in Europe, utilising the latest retail concepts and technology. The store features a 100-seat auditorium area to host pre-match and post-match experiences, special appearances and promotions for those that arrive early and stay longer. Details of these will be communicated via our website and app the day before the match. The Club has painstakingly retained and restored the facade of the old Tottenham & Edmonton Dispensary to its original glory. Shirt printing will be carried out behind the restored façade – a fantastic historical feature of this new and exciting shop. You will find further matchday retail spaces are at the following locations:

Shuttle Buses

The Club is providing a pre-booked free shuttle bus services for fans attending home matches. We run high capacity, high frequency services from Alexandra Palace and Wood Green stations for general admission fans and from Tottenham Hale station for premium guests.

The Alexandra Palace and Wood Green services are in operation three hours before and two hours after the match. However, you are not advised to catch any service less than 50 minutes before kick off to allow for the travel time and security checks at the stadium.

Although the service is free for all fans attending the match to use, you will need to register before the match and present your e-ticket to bus staff before entry.

Sky Walk (COMING SOON)

Do you dare to experience the spectacular Sky Walk? An adrenaline-filled attraction where you scale the Tottenham Hotspur Stadium and step on the glass walkway 40 metres above the pitch. Take in views of London before you test your nerve by taking the ultimate challenge – an abseil from the stadium roof to ground level.

Smashed Olive

One of the food outlets will be available in the South Stand Market Place, serving pizza and salads.

Smoking

There is no smoking or use of e-cigarettes permitted anywhere across the stadium campus.

Snack Attack!

Our Snack Attack! packs are available within all areas of the stadium for young fans attending. The packs will include your choice of chicken, a beef burger or bean burger, along with a freshly prepared fruit bag, soft drink and either chips or vegetable sticks. We've partnered with Match Attax so that each Snack Attack! contains a free pack of cards for you to collect or swap with friends at school. At every home match, one Snack Attack! pack will contain a Golden Ticket for a lucky young fan to win a Spurs goody bag.

Special Dietary Requirements

We will cater for special dietary requirements across the stadium. The app will contain, and staff will be equipped with, allergen information on all of our food products served within the Market Place, Touchline Grills and Tap Inns. Visitors can also use the app to identify which of our outlets have the widest range of foods to meet their needs and dietary requirements.

Stadium Tours

Get to know our new home in our fantastic behind-the-scenes stadium tours. Throughout the tour you will experience the player journey. Sit in the home changing room, walk out of the players' tunnel, go pitchside, see the view from the dugout and much, much more. Season Ticket Holders and Members will receive a discount on Stadium Tours. Initially, tours will not be operating on a matchday.

Tt

Tap Inns

Situated in every stand, our Tap Inns will see HEINEKEN, the Club's official beer partner, serving its much-loved beer and cider products including Heineken®, Amstel, Strongbow and Old Mout Cider and craft beer from Beavertown, as well as fan favourite food dishes. For improved hygiene, draught beer served at the Tap Inns will be poured using a bottom-up 'fast pour' system.

Tap Room

Located alongside The Market Place, South East corner, Level 1, the Beavertown Tottenham Taproom will be open for fans to visit at all domestic home fixtures, serving the Tottenham-based brewery's range of craft beers. Beavertown will operate a microbrewery within this area – a world first for any football stadium.

Taxis

The Club is keen to support local black taxi drivers and has worked closely with the London Borough of Haringey and TfL to understand how we might better use them as another travel option for fans on matchdays. We have secured a matchday black taxi rank at Scotland Green. This is located on a side street, off the High Road, and provides another alternative for those with accessibility needs.

Ticket Exchange

Season Ticket Holders are able to use this service to sell their ticket for home Premier League fixtures through their e-Ticketing account. If you are an 1882 Season Ticket Holder or have registered onto the Cup Ticket Scheme, you can also list home Cup tickets for sale using this service. Any listed seats will be released for sale on a date to be decided by the Club. Tickets will be listed for sale at face value plus a £4.50 admin fee, to be paid by the purchaser of the ticket, and will be issued as an e-ticket so no other booking or postage fees will apply. A ticket can be removed from Ticket Exchange by the Season Ticket Holder at any point until it is sold. Once the seat has been purchased on Ticket Exchange, your Stadium Access Card will be deactivated for this fixture. To take advantage of Ticket Exchange, Season Ticket Holders must log into their e-Ticketing account to list for sale. If you wish to list a family member's seat for sale, you must be at Managed Level within 'My Network'. If the seat sells, Season Ticket Holders will be notified by email and will receive a credit of the ticket face value into their e-Ticketing account. The credit from the sale will be deducted from the cost of your Season Ticket renewal for the 2010-21 season or the funds can be withdrawn throughout the season using our Cashback service during allotted timeslots – visit Ask Spurs for details. If you are an 1882 Season Ticket Holder that has sold your ticket via Ticket Exchange, you will receive the following credit amounts depending on match category: Cat A (£140)/B (£115)/C (£90), with credit amounts for domestic cup ties confirmed on a game-by-game basis.

Tickets

If you are a Season Ticket Holder or One Hotspur Member, you will have received a Stadium Access Card.

Remember to keep this somewhere safe and do not throw it away as you will need it for the next two seasons.

You should:

- bring your Access Card with you to all home matches in order to gain entry to the stadium;

- download the Spurs Official app and log in with your unique Client Reference Number - the app will then load the home tickets associated with your Access Card into your 'Profile'

If you are a Season Ticket Holder, your seat details will be displayed on your Access Card. If you are a One Hotspur Member, the seat details will be automatically loaded onto your Access Card upon each match ticket purchase.

If you are a Season Ticket Holder and cannot attend a Premier League match for whatever reason, there are two separate ticketing platforms available for you to use:

•Ticket Exchange - If you want to sell your ticket

•Ticket Share - If you want to transfer your ticket

Ticket Office

Our Ticket Office is located at the North-West corner of the stadium campus at Paxton Place. This is the place for any matchday ticketing enquiries.

Ticket Share

Ticket Share allows Season Ticket Holders to gift their ticket to any individual within 'My Network' via your e-Ticketing account at no charge. You may list a maximum of 20 individuals within 'My Network'. To take advantage

of Ticket Share, you must register your friend or family member with a client reference number. If you are an 1882 Season Ticket Holder or have registered onto the Cup Ticket Scheme, you can also share home Cup tickets using this service. If you are a Season Ticket Holder that has shared your ticket for a game, your Stadium Access Card will be deactivated for this fixture. The recipient will be issued an e-Ticket that can either be printed at home or downloaded into your mobile wallet on your phone.

Ticket touting

Tickets for all Tottenham Hotspur matches should only be purchased from official sellers and should only be sold at the face value shown on the ticket. Please note that tickets purchased from unofficial websites/agencies, social media sites, or from touts will be invalid and you are likely to be refused entry or ejected from the stadium. If you have any reason to doubt the validity of your ticket(s), you can check against a list of official suppliers on Ask Spurs. The unauthorised sale of match tickets above face value is a criminal offence under UK law and is a matter we take very seriously. If you see any tickets being sold against our terms and conditions, please report this to supporterservices@tottenhamhotspur.com. All cases are investigated, and where possible those responsible banned.

Toilets

There are plenty of high-quality washrooms available and you can find the nearest one to your location by using the app. There are also public washrooms available across the stadium campus.

Touchline Grills

Located throughout the stadium, serving a wide range of traditional fan favourites and other delicious dishes inspired by London's vibrant street food market scene. A selection of food from outlets in The Market Place will also be available.

Train stations

The stadium is served by four train stations:
1. White Hart Lane (London Overground): approx. 5 mins walk to the stadium
2. Seven Sisters (Victoria line and London Overground): approx. 30 mins walk to the stadium
3. Tottenham Hale (Victoria line and Abellio Greater Anglia services): approx. 25 mins walk to the stadium
4. Northumberland Park (Abellio Greater Anglia services): approx. 10 mins walk to the stadium

A fifth train station – Meridian Water, served by Abellio Greater Anglia services (opposite IKEA on Meridian Way) – is scheduled to open in mid-2019. We strongly discourage fans from using Silver Street station and Bruce Grove station. At Bruce Grove you will find it extremely difficult to board a train immediately after a match if you are travelling southbound.

Turnstiles

Once through security, you should head to the entrance indicated on your ticket. The turnstiles will work similar to those on the London Underground – you tap or scan your ticket and then walk through. If you are using your physical Stadium Access Card to gain entry, you will simply need to tap it on the reader on top of the turnstiles. If you are using a ticket with a barcode i.e. a paper ticket, print-at-home ticket or within the app, you will need to insert and line it up with the reader. Stewards will be on hand to help should there be any difficulties.

Uu

Underground services

Seven Sisters (approx. 30 mins walk to the stadium) and Tottenham Hale (approx. 25 mins walk to the stadium) are both served by the Victoria line on the London Underground.

Vv

Victoria line

The Victoria line will be especially busy on matchdays, particularly for weeknight matches before the game when fans will be travelling at the same time as commuters are travelling home. To manage congestion and safety, before mid-week games it may occasionally be necessary for Victoria line trains not to stop at Seven Sisters. If so, you will then be able to get off at Tottenham Hale and walk to the stadium from there. Tottenham Hale is actually a shorter walk to the stadium than Seven Sisters. Your journey may be less crowded if you can avoid the Victoria line. Travel as early as possible before kick-off and try to avoid peak times if you can. There will be managed queues at Seven Sisters and Tottenham Hale for station entry after matches and you may have to wait longer than previously to gain access to the stations.

Ww

WiFi

This stadium is one of the most technologically advanced in the world and it has been designed with technology incorporated into the fabric of the building to enhance the fan experience, with free high-density Wi-Fi and mobile coverage from all four major UK network providers. Upon your first visit to the stadium, you should select the Wi-Fi network named 'Stadium_Guest' in your phone's settings that will then bring up a registration page – once you have accepted our terms and conditions for using the Wi-Fi, you are then automatically connected.

The White Hart

One of our Feature Bars located in the East Stand, Level 5, The White Hart pays tribute to the Club's former home, with The Lane previously owned by Charrington's Brewery – fans are sure to feel at home here. The feature wall opposite will pay homage to the great Bill Nicholson. In this area you will also find a contemporary artist's impression of the day we bid farewell to our former home in May, 2017.

Yy

Young fans

All children under the age of 14 must be accompanied by a responsible adult.